



**PIERCE TRANSIT BOARD MEETING**  
**Training Center, Rainier Room**  
**3720 96<sup>th</sup> Street SW, Lakewood, WA**  
**October 9, 2017, 4:00 PM**

**AGENDA**

**A Special Study Session Meeting will be held prior to this meeting at 3:30 p.m.**

**CALL TO ORDER**

**ROLL CALL**

**PRESENTATIONS**

- September 2017 Operator of the Month ~ Michael Cox  
Scott Gaines  
Transit Operator Assistant Manager
- Third Quarter CTAG Report  
Cody Bakken, CTAG Member

**PUBLIC COMMENT**

*(Citizens wishing to provide comment will be given three minutes to comment on any transit-related matters regardless of whether it is an agenda item or not. The Chair, at his or her discretion, may reduce the comment time allowed to allow sufficient time for the Board to conduct business.)*

**CONSENT AGENDA**

*(Items listed below were distributed to Commissioners in advance for reading and study and are enacted with one motion. Item(s) may be moved to the Action Agenda at the request of a Commissioner.)*

1. Approval of Vouchers, October 3, 2017
2. Minutes: Regular Board Meeting of September 11, 2017
3. FS 17-067, A Resolution Amending the 2017 Capital Budget to Increase the Budget for the Vanpool Management System and to Award a Contract to Trapeze Software Group, Inc.
4. FS 17-068, Authorization to Execute Task Order 4 to the Master On-Call Agreement with James Guerrero Architects, Inc. for Architect/Engineering Services Related to Lakewood Transit Center Renewal Project
5. FS 17-069, A Resolution Authorizing Amendments to Chapters 3.36 through 3.63 of the Pierce Transit Code Relating to Various Operating Funds, Insurance Funds, Capital Funds; Removing Obsolete Funds; Revising the Reserve Policy, and Removing and/or Clarifying Language
6. FS 17-070, A Resolution Approving Amendment No. 4 to the Transit Service Direct Financial Partnership Agreement Between King County, the City of Auburn, and Pierce Transit for Lakeland Hills-Auburn Sounder Station Service

## **ACTION AGENDA**

1. FS 17-071, A Resolution Revising the Awards & Recognition Policy and Incorporating Said Policy Into Section 4.2.10 of the Personnel Manual and Repealing the Policy Adopted by Resolution No. 13-036, Exhibit C  
Chris Saffer  
Lean & Workforce Development Manager
2. FS 17-072, A Resolution Authorizing the Continued Operation of the Seasonal Downtown to Defiance Pilot Service in 2018 Contingent Upon Successful Negotiations of Various Partnership Agreements  
Tina Lee  
Community Development Administrator

## **STAFF UPDATES/DISCUSSION**

- CEO's Report  
Sue Dreier  
Chief Executive Officer

## **INFORMATIONAL BOARD ITEMS**

- Chair Report  
Chair Keel
- Sound Transit Update
- Commissioners' Comments

## **EXECUTIVE SESSION**

- Union Negotiations, pursuant to RCW 42.30.140 (4)(b)

## **ADJOURNMENT**

**PIERCE TRANSIT  
BOARD OF COMMISSIONERS  
MINUTES**

**September 11, 2017**

**CALL TO ORDER**

Chair Keel called the meeting to order at 4:01 p.m.

Commissioners present:

Kent Keel, Chair of the Board, City of University Place Mayor Pro Tem  
Daryl Eidinger, City of Edgewood Mayor (*representing Fife/Milton/Edgewood*)  
Ryan Mello, City of Tacoma Councilmember  
Heather Shadko, City of Puyallup Councilmember  
Bruce Dammeier, Pierce County Executive (*arrived at 4:06 p.m.*)  
Rick Talbert, Pierce County Councilmember

Commissioners excused:

Nancy Henderson, Vice Chair of the Board, Town of Steilacoom Councilmember  
(*representing Auburn/Gig Harbor/Fircrest/Pacific/Ruston/Steilacoom*)  
Marilyn Strickland, Mayor of the City of Tacoma  
Don Anderson, City of Lakewood Mayor

Staff present:

Sue Dreier, Chief Executive Officer  
Dana Henderson, General Counsel  
Deanne Jacobson, Assistant to the CEO/Clerk of the Board  
Kristol Bias, Records Coordinator/Deputy Clerk of the Board

**MOMENT OF SILENCE**

A moment of silence was observed in remembrance of all the lives lost during the tragic events that took place on September 11, 2001.

**PRESENTATIONS**

**2017 Legislative Debrief & Honoring Jake Fey**

Government Relations Officer Alexandra Mather offered a recap of the 2017 legislative session and how Pierce Transit fared with its priorities. (*Commissioner Dammeier arrived at 4:06 p.m.*)

A short conversation ensued with regards to the timeline of the Legislative Agenda.

The Board requested that the 2018 legislative priorities be discussed at a future Board Meeting. Chief Executive Officer Sue Dreier noted that a Special Study Session Meeting will be held prior to the October 9, 2017 Regular Board Meeting to discuss the item more in detail.

Chair Keel welcomed Representative and former Pierce Transit Board member Jake Fey and thanked him for being an advocate for Pierce Transit. Chair Keel noted Representative Fey as being instrumental in reprogramming the Connecting Washington funds he helped Pierce Transit secure in 2015 for its high capacity transit corridor when the agency learned it had been pushed out three biennia, jeopardizing the project schedule and delivery date.

Representative Fey commended Pierce Transit for all the great work the agency does and noted that he is more than happy to be an advocate for Pierce Transit as the work the agency does is essential to transporting the public to where they need to go.

Commissioners Dammeier and Talbert expressed their gratitude to Representative Fey for the time he served on the Pierce Transit board, for all the work he has done with regards to advocating policy and budget, and stated that they look forward to working together further in the years to come while continuing to focus on expanding service area to the citizens of Pierce County.

Government Relations Officer Alexandra Mather presented Representative Fey with a small token gift and the Board members had a photo taken with Representative Fey.

### **Update on Pacific Avenue/SR 7 Corridor High Capacity Feasibility Study and Public Outreach**

Principal Planner Darin Stavish provided a brief update on the study with regards to what has been accomplished since the item was last brought in front of the Board on June 12, 2017. Mr. Stavish reiterated the coverage area of the study, what has been accomplished thus far in the study, shared the dates of the upcoming open house invitations, next steps and deliverables in the study, and the overall study process and timeline. Mr. Stavish noted late 2022 as being the targeted date for the beginning of revenue service.

A short discussion ensued with regards to the difference between Bus Rapid Transit and High Capacity Transit and what portion of the pilot project cost is funded by Sound Transit 3 (ST 3). Mr. Stavish noted that High Capacity Transit can be in any mode of transit and that Sound Transit is providing 60 million dollars towards the pilot project.

Commissioner Mello expressed interest in hearing more about the modeling of the remainder of Route 1 as the study does not include the entire route. Mr. Stavish noted the agency is focused on implementing a service that is not redundant; however, noted the possibility of modeling around the 6<sup>th</sup> Avenue corridor in Phase II of the pilot project. Mr. Stavish assured the agency will keep the remainder of Route 1 in mind as the pilot project study continues to develop and will share any updated information in a future report to the Board.

### **Update on Ridership (Post Service Change)**

Service Planning Assistant Manager Peter Stackpole briefed the Board on ridership trends following the restructuring of the agency's routes and addition of 35,000 service hours last March. Mr. Stackpole noted the agency's main focus for the most recent service change was increasing the number of trips offered and how early and late buses run on weekdays.

Mr. Stackpole touched upon the routes where the agency is having ridership growth success and noted weekend ridership as continuing to fluctuate. Previously, the agency was seeing ridership reductions of about 10 percent each year. Not only has the agency stemmed the tide of those reductions, it is now seeing modest increases, most recently a 2 percent increase in May, a 3 percent increase in June, and a 1 percent increase in July. Some routes have seen big changes, such as the Route 42, where ridership is up 60 percent. Mr. Stackpole shared that agency staff will continue tracking ridership and pursuing ways to increase it.

Mr. Stackpole concluded his presentation with noting that the agency's main focus for the next service change on September 24, 2017 will be on run times, schedule adherence, weekday on time performance, and adding trips on weekends per work performed in the route analysis.

A short discussion ensued with regards to what is driving the success of certain routes and whether the agency can confirm the growth in ridership being tied to new ridership. Mr. Stackpole clarified that the success of certain routes has to do with the additional resources in increased frequency and the major realignments that are serving areas where there previously has been no service. Mr. Stackpole also stated that the agency is still evaluating how much of the growth in ridership is linked to new ridership as it is too early into the data to distinguish; however, new ridership data will be included with the agency's next round of ridership surveys.

## **PUBLIC COMMENT**

Chair Keel provided direction for participating in public comment and the following individuals spoke:

- Cinderella Helga, Lakewood, thanked Service Planning Assistant Manager Peter Stackpole for his ridership update; however, reported not noticing an increase on the Route 48 bus that she consistently rides. Ms. Helga also thanked the agency for providing a bus to the Washington State Fair; however, expressed her desire for the bus to have an earlier starting run time. Ms. Helga concluded her public comment with inquiring whether the agency will ever consider a flat rate to assist people who have disabilities and limited incomes such as herself.
- Tammie Cox, Lakewood, reported overcrowding on the Route 206 bus, passengers boarding the bus with inappropriate attire, strollers and pets blocking seats on the bus, and riders eating on the bus. Ms. Cox also expressed her desire for Board and agency staff members to ride the bus more so that they can witness issues such as these first hand.
- Walt Hurd, Tacoma, reported consistently not being able to make his connection from the 594 bus to the 45 bus when coming from Seattle to Tacoma and that the 594 bus continues to be overcrowded with passengers. Mr. Hurd requested more frequent service on the weekends for the 594 bus to assist with the overcrowding.

## **CONSENT AGENDA**

*(Items listed below were distributed to Commissioners in advance for reading and study and are enacted with one motion. Item(s) may be moved to the Action Agenda at the request of a Commissioner.)*

Commissioners Talbert and Eidinger **moved** and seconded to approve the consent agenda as presented.

Motion **carried**, 6-0.

1. Approval of Vouchers, September 1, 2017  
Operating Fund #10  
Self-Insurance Fund #40  
Capital Fund #90  
Voucher CK Nos. 357645 through 358295  
Advance Travel CK Nos. 1237 through 1240  
Wire Nos. 2019 through 2040  
Total \$7,993,681.49
2. Minutes: Regular Board Meeting of August 14, 2017
3. FS 17-063, Approved Resolution No. 17-034, adopting the Pierce Transit Public Transportation Agency Safety Plan, as presented in Exhibit A
4. FS 17-064, Approved Resolution No. 17-035, authorizing housekeeping edits to Section 7.0 of the Personnel Manual – to incorporate the recognition leave policy into the personnel manual as set forth in Exhibit A

## **ACTION AGENDA**

1. **FS 17-065, Authority to Execute a Multiyear Contract with Kelly Services to Provide Employment Services**

Commissioners Talbert and Dammeier **moved** and seconded to authorize the Chief Executive Officer to enter into and execute a multiyear contract with Kelly Services for temporary employment services in an amount not to exceed \$450,000.

Lean & Workforce Development Manager Chris Saffer presented on the item, requesting the Board to approve a contract with Kelly Services to help find experienced personnel to fill temporary positions in various situations, such as immediate, short-term job assignments; vacant positions until they are filled through the regular recruiting process; clerical assistance for short-staffed departments; or a temporary backfill of existing staff assigned to a project.

A short discussion ensued with regards to what positions the agency typically utilizes temporary personnel for and whether there is anything prohibiting the agency from moving forward. Mr. Saffer clarified that temporary personnel are primarily administrative to support projects being conducted and to fill empty positions while recruitment is being conducted. Not moving forward with the contract would require Pierce Transit to engage in its own RFP process, incurring the costs of employee time and delaying ability to secure a contract by approximately 8-12 weeks.

Motion **carried**, 6-0.

2. **FS 17-066, Authorization to Enter Into and Execute a Purchase and Sale Agreement with Pierce County Public Works for Real Property Located at 9515 & 9411 39<sup>th</sup> Avenue Court SW, Lakewood, Washington in the amount of \$1,250,000**

Commissioners Talbert and Eidinger **moved** and seconded to approve Resolution No. 17-036 authorizing the Chief Executive Officer to enter into and execute a Real Estate Purchase and Sale Agreement with Pierce County Public Works for the purchase of real property located at 9515 and 9411 39<sup>th</sup> Avenue Court SW, Lakewood, Washington in the amount of \$1,250,000.

Senior Planner Janine Robinson presented on the item, requesting the Board to approve a resolution purchasing the properties north and south of the “Screaming Eagle” facility, known collectively as West Base. Pierce Transit owns the Screaming Eagle property, but has been leasing the other two parcels from Pierce County Public Works. The agency’s Base Master Plan that is currently underway identifies the property site for redevelopment to allow for service expansion and to provide more efficiency in operations and maintenance of the various fleets. The Board approving this item would give the agency more security in being able to use this entire site long-term.

Chair Keel shared his excitement for the potential purchase and efficiency improvement.

Commissioner Talbert inquired on his and Commissioner Dammeier’s behalf as Pierce County employees whether there are any conflicts of interests with participating in the discussion and voting on this item.

General Counsel Dana Henderson responded that as members of a federated board, there is the inherent potential for conflicts. She noted that because the potential conflict was disclosed, there were no objections from other Commissioners, and provided that they were acting in the best interests of Pierce Transit, it would not be a violation for Commissioners from Pierce County to vote on this item.

Motion **carried**, 6-0.

## **STAFF UPDATES/DISCUSSION**

### **CEO's Report**

Chief Executive Officer Sue Dreier reporting on the following items:

- An agency wide event celebrating National Drive Electric week was held on September 8, 2017. It was a success, with fun events planned and a Proterra electric bus and several electric vehicles on site for employees to explore. Pierce Transit hosted several elected officials and their staff for an informational session and short electric bus ride. In addition, the Pierce Transit South Sound Heart and Stroke Walk “Gold Miners” team sold hot dog lunches that day, which made it extra fun. The agency will celebrate again when the all-electric buses are here and ready to begin service in 2018.
- The agency has launched its mobile ticketing pilot project PiercePay through the Hopthru mobile application, with seven downloads received on the first day. This is a one year pilot project that includes a partnership with the Washington State Fair.
- Ms. Dreier introduced Pierce Transit's new Executive Director of Maintenance Skip Huck, who joins the agency from San Diego after retiring from 31 years as a Navy Captain.

## **INFORMATIONAL BOARD ITEMS**

### **Chair Report**

Chair Keel expressed his enjoyment participating in the State Legislature Briefing and Electric Bus Tour with agency staff that was held at Pierce Transit headquarters on September 9, 2017.

Chair Keel also noted today's ridership presentation given by Service Planning Assistant Manager Peter Stackpole as being beneficial and shared that he is excited for the future as the Board continues to work more with agency staff on incorporating the goal of growing ridership into the agency's Strategic Plan. Chair Keel requested a future presentation to the Board on the status of growing ridership and its progress in aligning with the agency's Strategic Plan.

### **Sound Transit Update**

Commissioners Dammeier and Keel had no items to report.

### **Commissioners' Comments**

Commissioner Dammeier expressed his gratitude to agency staff on behalf of Pierce County for recently transporting 65 Pierce County members from Tacoma to Seattle as they departed to Florida to assist in Hurricane Irma relief efforts.



## **EXECUTIVE SESSION**

At 5:07 p.m. the regular meeting was recessed into Executive Session for approximately 20 minutes to evaluate the performance of a public employee, pursuant to RCW 42.30.110 (1)(g). It was noted that formal action is anticipated to follow in open session following the Executive Session.

At 5:27 p.m., the executive session was extended 5 minutes. The announcement was made to the attendees. At 5:32 p.m., the executive session was extended for an additional 5 minutes. The announcement was made to the attendees.

## **RECONVENE**

At 5:37 p.m. the regular meeting was reconvened.

## **OTHER BUSINESS**

1. Commissioners Eidinger and Talbert **moved** and seconded to adopt the CEO's 2016-2017 Composite Evaluation in accordance with the discussions of the CEO's performance which was held in Executive Session.

Motion **carried**, 6-0.

2. Commissioners Talbert and Dammeier moved and seconded to increase the CEO's salary by 2%, increase the contribution to her 401(a) account by 2% to take into account the fact that Pierce Transit does not contribute to social security for its employees, increase the number of additional personal days by 5; and, to direct staff to amend the CEO's employment contract accordingly.

Motion **carried**, 6-0.

## **ADJOURNMENT**

Commissioners Talbert and Keel **moved** and seconded to adjourn the meeting at 5:40 p.m.

Motion **carried**, 6-0.

### ***Handouts Provided:***

- Pierce Transit Major Capital Initiatives Update – September 11, 2017
- Pierce Transit 2017 State Legislative Priorities
- Service Change Rider Alert Effective September 24, 2017

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Kristol Bias  
Records Coordinator/Deputy Clerk of the Board

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Kent Keel, Chair  
Board of Commissioners

## FACT SHEET

TITLE: A Resolution Amending the 2017 Capital Budget to Increase the Budget for the Vanpool Management System and to Award a Contract to Trapeze Software Group, Inc.

DIVISION: Finance

ORIGINATOR: Brett Freshwaters, Executive Director  
Finance

PRECEDING ACTION: 2017 Budget Approval, Resolution 16-047.

COORDINATING DEPARTMENT: Project Management Office

APPROVED FOR SUBMITTAL:

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Chief Financial Officer

APPROVED FOR AGENDA:

\_\_\_\_\_  
Chief Executive Officer

\_\_\_\_\_  
General Counsel

ATTACHMENTS:

Proposed Resolution

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### BUDGET INFORMATION

2017 Budget Amount  
\$120,000

Budget Increase  
Contract Amount: \$249,374  
Use Tax: \$24,689

Impact  
\$195,173

15% Contingency on products and services only: \$41,110  
Total: \$315,173

Explanation: Staff is asking to amend the 2017 Capital Budget to replace Vanpool's 18-year-old Access database. The funds would come from capital reserves.

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### BACKGROUND:

Pierce Transit's Vanpool department currently uses a database implemented in 1999 to manage its program. The database was built using Microsoft Visual Basic 6.0, and has not been supported by Microsoft since early 2008. The database was purchased at a very low cost (\$500) from King County Metro. This outdated system requires intensive maintenance by PT's IT staff and frequent workarounds by Vanpool staff.

Tracking and reporting are cumbersome, and multiple spreadsheets are required to manage the data. Such spreadsheets require ongoing manual entries by staff. Each vanpool coordinator spends approximately 36 hours per month managing the spreadsheets. These spreadsheets compile the statistics reported to the National Transit Database (NTD), the Federal Transportation Association's database. NTD records the financial, operating and asset condition of transit systems. Mitigating risk and disaster recovery are also a critical factors in this necessary upgrade.

## FACT SHEET

### PAGE 2

The benefits of the proposed new system include automated workflows, streamlined operations, and significant time savings for all stakeholders. The system eliminates repetitive manual entries, reducing opportunity for errors. There will be no need to manage eight complex spreadsheets. We conservatively estimate that we will be able to reduce the number hours spent by 18 hours per month, per Vanpool Coordinator. This will allow staff to aggressively market vanpools and focus on large communities and employers. The new system will ease NTD data gathering and reporting and provide for dashboard reporting and improved integration with other systems. The system's web-based platform will help Pierce Transit Vanpool remain competitive and foster program growth and retention.

Between 1999 to 2017, the vanpool program experienced exponential growth in the following areas:

- 1300 to 2400 registered vanpoolers – An 85% increase
- 192 to 368 vanpool vehicles – A 92% increase
- 902K to 3 Million in annual fare revenue – A 233% increase
- 2.3 Million to 4.9 Million annual miles traveled – A 113% increase
- 483,000 to 802,000 annual boardings – A 66% increase

Pierce Transit operates the third largest vanpool program in Washington State, out of 19 total providers. King County Metro and Ben Franklin Transit's vanpool programs are currently procuring similar robust vanpool management systems. Spokane Transit purchased the same program four years ago.

The competitive procurement process began in April, 2017. A Request for Proposals (RFP) was released in April 2017. Two proposals were received in May. One was priced at \$370,000 and the other at \$460,000. The lower-priced vendor, Trapeze Software Group, conducted a one-day demonstration in June. Pierce Transit selected Trapeze Software Group based on rating criteria.

### **Project Budget Amendment**

The original project budget of \$120,000 was based on Spokane Transit's costs. The total required project budget is \$315,173 which includes a 15% contingency of \$41,110. The increase in the required budget is due to implementation, customizations, contingency, and tax. Pierce Transit is adding customizations to interface with EAM Maintenance system and Cybersource payment management platform, as well as adding a driver activity module for our 1100+ volunteer vanpool drivers. The total customization and interfacing costs are \$114,477. Maintenance and hosting fees in the amount of \$222,477 (total for years 1-5) will be included in the Agency's operating budget.

### **ALTERNATIVES:**

- 1) Continue using the current system which is 18 years old, unsupported and does not meet the needs and expectations of customers, staff and the overall vanpool program.
- 2) Re-release RFP in the hopes that a less costly alternative that meets our needs is proposed. This alternative is not recommended as Pierce Transit already received adequate responses and was able to select a system that meets the scope requirements of this project. Additionally, the cost of the solution provided by Trapeze Software Group, Inc. is on the lower end of those proposed.

RECOMMENDATION:

Approve Resolution No. 17-037, amending the 2017 Capital Budget to increase the funding for the Vanpool Management System Project from \$120,000 to \$315,173 and authorize the Chief Executive Officer to enter into and execute a contract with Trapeze Software Group, Inc., in an amount not to exceed \$315,173.

## RESOLUTION NO. 17-037

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Amending the  
2 2017 Capital Budget to Increase the Budget for the Vanpool Management System and to  
3 Award a Contract to Trapeze Software Group, Inc.  
4

5 WHEREAS, by Resolution No. 16-047, approved on the 12<sup>th</sup> day of December 2016, the Board of  
6 Commissioners of Pierce Transit adopted the 2017 Agency Budget; and

7 WHEREAS; Pierce Transit's Vanpool department currently uses a database system built on dated  
8 technology unsupported since early 2008; and

9 WHEREAS, the system requires intensive maintenance by Information Technology (IT) staff to fix code  
10 compiling issues and ongoing errors with database's backend; and

11 WHEREAS, manual tracking and reporting of vanpool statistics to the National Transit Database (NTD)  
12 requires multiple spreadsheets and approximately 36 hours in time spent, per month, by each vanpool  
13 coordinator staff member; and

14 WHEREAS, there is a need to mitigate the risk of inaccurate NTD reporting and increase automation to  
15 attract and retain current and future customers and staff; and

16 WHEREAS, Trapeze Software Group, Inc.'s., proposal to deliver and install their RidePro Vanpool  
17 Management Software and provide implementation services for the amount of \$249,374 has been evaluated  
18 by staff, is considered fair and reasonable and is by this reference incorporated herein; and

19 WHEREAS, use tax in the amount of \$24,689 is required to cover Trapeze Software Group, Inc. costs;  
20 and

21 WHEREAS, Pierce Transit has determined that contingency reserve in the amount of \$41,110 is  
22 prudent to protect against potential project risk; and

23 WHEREAS, projected total project expenditures require an amendment of the 2017 Capital Budget to  
24 increase the project budget from \$120,000 to \$315,173; and

25 WHEREAS, the Board of Commissioners of Pierce Transit finds it in the best interest of Pierce Transit to  
26 execute a contract for a Vanpool Management System with Trapeze Software Group, Inc. and provide for  
27 funding for use tax, and adequate contingency reserve.

28 NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

29 Section 1. The Board of Commissioners authorizes the CEO to execute a contract with Trapeze  
30 Software Group, Inc. in the amount of \$249,374.  
31

1  
2 Section 2. The Board of Commissioners hereby amends the 2017 Agency Budget to increase the  
3 project budget in the amount from \$120,000 to \$315,173.

4 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on  
5 the 9th day of October, 2017.

6 PIERCE TRANSIT

7  
8 \_\_\_\_\_  
9 Kent Keel, Chair  
10 Board of Commissioners  
11

12 ATTEST/AUTHENTICATED

13  
14 \_\_\_\_\_  
15 Deanne Jacobson, CMC  
16 Clerk of the Board

## FACT SHEET

TITLE: Authorization to Execute Task Order 4 to the Master On-Call Agreement with James Guerrero Architects, Inc. for Architect/Engineering Services Related to Lakewood Transit Center Renewal Project

DIVISION: Finance

ORIGINATOR: Douglas Dickinson, Sr. Construction Project Manager

PRECEDING ACTION: Approval to Negotiate and Execute Master Agreement for Agency Architect/Engineer and Related Services (approved at Executive Finance Committee meeting, March 27, 2013).

COORDINATING DEPARTMENT: Project Management Office, Transit Development, Procurement

APPROVED FOR SUBMITTAL:

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Chief Financial Officer

APPROVED FOR AGENDA:

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Chief Executive Officer

\_\_\_\_\_  
General Counsel

ATTACHMENTS:

None

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### BUDGET INFORMATION

2017 Budget  
\$500,000.00

Required Expenditure  
Task Order Amount: \$54,812.93  
10% Contingency: \$5,481.29  
Total Not to Exceed: \$60,294.22

Impact  
\$0

Explanation: We request authorization to execute a Task Order Agreement under Pierce Transit's Master On-Call Agreement with James Guerrero Architects, Inc. for architecture and engineering services.

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### BACKGROUND:

The Lakewood Transit Center is showing significant signs of wear and deterioration. The Transit Center was constructed in 1992 and is among the busiest transit centers in the system. Pierce Transit needs architectural and engineering (A&E) design services to develop plans to bring this facility back to a state of good repair. This scope includes preparation of specifications and engineered drawings for permitting prior to public bidding for construction, and support during the bid and construction phases.

ALTERNATIVES:

Release a Request for Qualifications to solicit a different design firm and conduct a competitive procurement process. However, when James Guerrero Architects, Inc. was selected as an on-call A&E firm, a qualification based competitive process was undertaken. Another qualification based competitive selection process would result in a significant delay of the project and is therefore not recommended. It would likely prevent the work from being bid in the first quarter 2018, which is the most optimal time to bid weather dependent summer work.

RECOMMENDATION:

Authorize the Chief Executive Officer to enter into and execute Task Order No. 4 to the Master On-Call Agreement with James Guerrero Architects, Inc., for Architect/Engineering Services related to Lakewood Transit Center Renewal Project in an amount of \$54,812.93 with a 10% contingency of \$5,481.29 and a total approved amount not to exceed \$60,294.22.



## FACT SHEET

**TITLE:** A Resolution Authorizing Amendments to Chapters 3.36 through 3.63 of the Pierce Transit Code Relating to Various Operating Funds, Insurance Funds, Capital Funds; Removing Obsolete Funds; Revising the Reserve Policy, and Removing and/or Clarifying Language

**DIVISION:** Finance

**ORIGINATOR:** Brett Freshwaters, Executive Director  
Finance

**PRECEDING ACTION:** N/A

**COORDINATING DEPARTMENT:** Finance

**APPROVED FOR SUBMITTAL:**

\_\_\_\_\_  
Chief Financial Officer

**APPROVED FOR AGENDA:**

\_\_\_\_\_  
Chief Executive Officer

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General Counsel

**ATTACHMENTS:**

Proposed Resolution  
Exhibit A, Proposed Code Amendments  
Exhibit B, Clean Version

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### BUDGET INFORMATION

2017 Budget Amount  
None

Required Expenditure  
None

Impact  
None

Explanation: Staff is undertaking a comprehensive review of the Pierce Transit Code. Many of the Code chapters and sections are obsolete or require revision due to changing operations. Many sections are also procedural in nature and should be removed from the Code and included in Administrative procedures or manuals instead.

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### BACKGROUND:

Chapters 3.36 through 3.63 of the Code authorize various operating funds as well as insurance and capital funds. Some of the funds authorized are either no longer active or are part of the primary "General Fund" and are established administratively with authority delegated to the CEO and /or CFO.

The Chapters also establish reserve requirements for the three primary funds. The revisions clarify the intent of the reserve accounts, as well as change the current language for the Capital Fund to allow some flexibility for minimum balances during the six-year plan horizon. The current language requires a fixed minimum capital reserve amount throughout the six year plan. The Capital Fund is funded from grants and Operating Fund transfers. Since capital expenditures can vary substantially from year to year, the Operating Fund transfer also varies. The revised language still requires a minimum reserve, but at a lesser amount in order to level out contributions from the Operating Fund.

The changes proposed to the chapters are summarized as follows:

1. Removing obsolete funds: Sections 3.40 – 3.52, Petty Cash Fund, Change Account and Travel Expense Revolving Fund. These are not separate “Funds,” but rather are simply accounted for as expenditures within the Operating Fund. Section 3.62, Limited Sales Tax Anticipation Note Fund is a fund that is no longer used.
2. Removing procedural language: Sections 3.56.030, 3.60.020 and 3.63.010.
3. Revising fund reserve requirements to be clearer and allow variation during the six-year plan: Section 3.63.040, Capital Reserve.
4. Miscellaneous housekeeping changes and wording revisions for clarity: Sections 3.36.010, 3.56.010-.020, 3.56.050, 3.60.010 and 3.60.040.

At the September 28, 2017, Executive Finance Committee meeting, the Committee reviewed and discussed the proposed changes described in Exhibit A. The majority of the proposed changes are housekeeping in nature, with the most substantial change relating to the Capital Reserve policy. At the end of the discussion, the Committee, by consensus, recommended that the proposed code changes be placed on the October 9, 2017 consent agenda for consideration by the full Board.

#### ALTERNATIVES:

Make no changes to the current Chapters 3.36-3.63, which would mean many sections do not reflect current operations and would also limit flexibility to account for timing of major capital project expenditures during the six-year plan.

#### RECOMMENDATION:

Approve Resolution No. 17-038, amending Sections 3.36 through Sections 3.63 of the Pierce Transit Municipal Code, as described in Exhibit A.

**RESOLUTION NO. 17-038**

A RESOLUTION of the Board of Commissioners of Pierce Transit Authorizing Amendments to Chapters 3.36 through 3.63 of the Pierce Transit Code Relating to Various Operating Funds, Insurance Funds, Capital Funds; Removing Obsolete Funds; Revising the Reserve Policy, and Removing and/or Clarifying Language

WHEREAS, Pierce Transit staff perform periodic reviews of the Pierce Transit Code to maintain relevancy and applicability to policy, procedures and current operations; and

WHEREAS, said code review has determined that several revisions are necessary for the chapters establishing parameters for funds; and

WHEREAS, the revisions detailed in Exhibit A will remove obsolete funds, remove procedural language, revise reserve requirements and improve language clarity; and

WHEREAS, The Executive Finance Committee on September 28, 2017, reviewed and discussed the proposed code changes and at the end of the discussion recommended that the proposed code changes be considered by the full Board of Commissioners.

NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

Section 1. Pierce Transit Code Chapters 3.36 through 3.63 are hereby amended as described in Exhibit A.

ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 9th day of October, 2017.

PIERCE TRANSIT

---

Kent Keel, Chair  
Board of Commissioners

ATTEST/AUTHENTICATED

---

Deanne Jacobson, CMC  
Clerk of the Board

## Chapter 3.36 - PUBLIC TRANSPORTATION BENEFIT AREA FUND

### Sections:

3.36.010 - Created.

The ~~re is created a~~ "public transportation benefit area fund" Pierce Transit Operating Fund (the "General Fund") is for collection of all agency operating revenues and payment of all agency operating expenditures.

(Res. 79-9; Res. 84-081 §1(Ex. I(part)))

## ~~Chapter 3.40 - PETTY CASH FUND~~

### Sections:

~~3.40.010 - Established Purpose.~~

~~A "petty cash fund" is established for use by Pierce Transit for minor expenses.~~

~~(Res. 80-1 §1)~~

~~3.40.020 - Maximum amount.~~

~~The petty cash fund is authorized to maintain a maximum balance of \$7,500.~~

~~(Res. 80-1 §2; Res. 81-110 §1; Res. 83-006 §1; Res. 91-104 §1; Res. 94-108 §1; Res. 95-032 §1; Res. 95-062 §1; Res. 97-067 §1)~~

## ~~Chapter 3.42 - CHANGE ACCOUNT~~

### Sections:

~~3.42.010 - Purpose.~~

~~The purpose of the change account shall be to meet the change requirements of the token dispensing machine.~~

~~(Res. 84-006 §1(A))~~

~~3.42.020 - Amount.~~

~~The change account shall be in the amount of \$200.~~

~~(Res. 84-006 §1(B))~~

~~3.42.030—Custodian of account.~~

~~The finance manager shall be the custodian of the charge account.~~

~~(Res. 84-006 §1(C))~~

~~Chapter 3.52—TRAVEL EXPENSE REVOLVING FUND~~~~Sections:~~~~3.52.010—Created Purpose.~~

~~There is created the "travel expense revolving fund" for the purpose of making advance payments for anticipated travel expenditures incurred by board members and employees of Pierce Transit. x(Res. 81-14 §1)~~

~~3.52.020—Administration.~~

~~The department of finance and administration shall be responsible for the administration of the travel expense revolving fund, including the maintenance of its accounts and records. The finance manager shall be custodian of the fund. The executive director of finance shall review the charges applied against the fund at least monthly and shall submit a report at least quarterly, stating the condition of the fund, to the chief executive officer.~~

~~(Res. 81-14 §2; Res. 00-019 §1)~~

~~(Ord. No. 17-013, § 1(Exh. A), 4-10-17)~~

~~3.52.030—Submission of travel expense vouchers.~~

~~On or before the tenth day following the close of the authorized travel period, for which expenses have been advanced to any board member or employee, he or she shall submit to the manager of accounting a fully itemized travel expense voucher, for all reimbursable items legally expended, accompanied by the unexpended portion of the advance payment received, if any. Any advance payment made for this purpose, or any portion thereof, not repaid or accounted for in the time and manner specified in this section shall bear interest at the rate of ten percent per year from the date of default until paid.~~

~~(Res. 81-14 §3)~~

~~3.52.040—Replenishment.~~

~~The travel expense revolving fund shall be replenished by warrant.~~

~~(Res. 81-14 §4)~~

~~3.52.050—Dissolution of fund.~~

~~In the event the travel expense revolving fund is no longer necessary, the fund shall be dissolved and any unexpended funds shall be returned to the transportation fund (see Chapter 3.36).~~

~~(Res. 81-14 §5; Res. 84-081 §1(Ex. I(part)))~~

~~3.52.060 - Procedures.~~

~~The executive director of finance is authorized to develop and implement any procedures necessary for the efficient administration of the travel expense revolving fund.~~

~~(Res. 81-14 §6; Res. 00-019 §1)~~

~~(Ord. No. 17-013, § 1(Exh. A), 4-10-17)~~

Chapter 3.56 - CAPITAL ~~ACQUISITION~~-FUND

Sections:

3.56.010 - Created-Purpose.

There is ~~created~~ a ~~new~~ fund to be known as the "eCapital ~~acquisition f~~Fund" to be used ~~as a clearing fund~~ for all revenues and expenditures pertaining to the purchase or construction of capital assets of Pierce Transit.

(Res. 82-9 §1; Res. 84-081 §1(Ex. I (part)))

3.56.020 - Additional uses.

The ~~Capital Acquisition F~~fund ~~created in Section 3.56.010~~ may also be used for the accumulation of cash reserves for capital purposes.

(Res. 82-9 §2)

~~3.56.030 - Administration.~~

~~The executive director of Ffinance of Pierce Transit shall be directed to keep and maintain all books, records and accounts in connection with the receipt and disbursement of all cash to and from the accounts as are necessary for adequate control and all reporting required in the transactions of the fund in conformance with all laws, rules and regulations pertaining thereto.~~

~~(Res. 82-9 §3; Res. 00-019 §1)~~

~~(Ord. No. 17-013, § 1(Exh. A), 4-10-17)~~

3.56.0430 - Approval required for other uses.

Any transfers, appropriations or expenditures of the funds deposited in the ~~C~~capital ~~Acquisition F~~fund for any purpose other than those set forth in this chapter shall require approval of the ~~board b~~Board of ~~C~~commissioners.

(Res. 82-9 §4)

~~3.56.050 - Effective date.~~~~The fund created in Section 3.56.010 shall be retroactive and effective as of January 1, 1982.~~~~(Res. 82-9 §5)~~Chapter 3.60 ~~— SELF-INSURANCE RESERVE FUND~~Sections:

## 3.60.010 - Created-Purpose.

There is ~~created~~ a ~~new~~ fund to be known as the "~~Self-Insurance reserve Ffund~~" to be used exclusively as a means of isolating and identifying all monetary transactions pertaining to administering any self-insurance programs of Pierce Transit including but not limited to payment of ~~non-covered~~ claims ~~and the defense, legal costs, unemployment compensation benefits and incidental expenses~~ related thereto and to the accumulation of cash reserves for such purposes.

(Res. 82-10 §1; Res. 84-081 §1(Ex. I(part); Res. 93-110 §1)

~~3.60.020 - Administration.~~

~~The executive director of finance of Pierce Transit shall be directed to keep and maintain all books, records and accounts in connection with the receipt and disbursement of all cash to and from the accounts as are necessary for adequate control and all reporting required in the transactions of the fund in conformance with all laws, rules and regulations pertaining thereto.~~

~~(Res. 82-10 §2; Res. 00-019 §1)~~~~(Ord. No. 17-013, § 1(Exh. A), 4-10-17)~~

## 3.60.0320 - Approval required for other uses.

Any transfers, appropriations or expenditure of the funds deposited in the ~~self~~ insurance ~~reserve~~ fund for any purpose other than those set forth in this resolution shall require approval of the ~~bB~~ board of ~~eC~~ commissioners.

(Res. 82-10 §3)

~~3.60.040 - Effective date.~~~~The fund created pursuant to Section 3.60.010 shall be retroactive and effective as of January 1, 1982.~~~~(Res. 82-10 §4)~~~~Chapter 3.62 - LIMITED SALES TAX ANTICIPATION NOTE FUND~~Sections:

**Comment [KS1]:** This a fund that was established when we issued some notes. Can we delete the section since it was in use at one point? Or should it just be noted that it was deleted as of XX date?

~~3.62.010 - Established - Purpose.~~

~~A special fund to be known as the "Pierce Transit limited sales tax anticipation note fund, 1985" (defined in Res. 85-111 as the "Note Fund") is hereby created in the office of the executive director of finance of Pierce Transit, and the fund shall be drawn upon for the sole purpose of paying the principal of and interest on the notes issued under Res. 85-111.~~

~~(Res. 85-111 §6; Res. 00-019 §1)~~

~~(Ord. No. 17-013, § 1(Exh. A), 4-10-17)~~

## Chapter 3.63 - RESERVE POLICY\*

Sections:

## 3.63.010 - Introduction.

~~The economy's cyclical nature, the need for adequate reserves to mitigate current and future risks, and requirements for financial resources for asset acquisition create a necessity for comprehensive reserve policies. Reserve policies are written guidelines and restrictions that determine the amount of money necessary to support ongoing cash requirements. A reserve policy establishes the type of reserves an organization will have as well as the size and use of those reserves. Reserve levels are an indicator of an agency's financial stability and creditworthiness.~~

~~A-The Pierce Transit~~ reserve policy supports management decision-making by avoiding revenue-expenditure imbalances, supporting stable service delivery, and assuring funds are available for operations, self-insurance programs and planned capital acquisition. The purpose of Pierce Transit's (agency) reserve policy is to:

- A. Provide an overall, long-range approach to financial management;
- B. Improve the agency's ability to meet its financial obligations as they arise; and
- C. Improve fiscal stability and protect the agency during a financial emergency.

(Res. 05-071 §2 (Exh. A (part)))

## 3.63.020 - Operating reserve.

- A. The operating reserve should be maintained at a level to:
  - 1. Provide sufficient working capital;
  - 2. Provide an adequate cash balance to finance cash flow requirements;
  - 3. Offset unanticipated downturns in revenues; and
  - 4. Provide funds for emergency expenditure requirements.
- B. Pierce Transit will maintain the operating reserve at a minimum of two months of agency operating expenditures.

(Res. 05-071 § 2 (Exh. A (part)))



## 3.63.030 -- Self-Insurance reserve.

The insurance reserve ~~will-shall~~ be set at a level to adequately protect the agency from self-insurance risks. The risks associated with self-insurance and the adequacy of reserve levels ~~will-shall~~ be evaluated annually, with an appropriate contribution made to the self-insurance reserve to meet continued self-insurance requirements and to insulate the agency from impacts on its operating budget associated with self-insured claims.

Self-insurance reserves ~~may be are~~ designated for general liability, workers' compensation, and unemployment claims as follows:

- A. General liability, to the extent permitted by law, for bodily or personal injury and property damage as a result of an employee's activities performed at the direction of Pierce Transit that are usual and customary to their position and performed within the scope and course of their employment; and financial protection provided for members of the board of commissioners of Pierce Transit, chief executive officer, executive directors, executive team members, and managers for which sums of money they may become legally obligated to pay as a result of wrongful acts whether the alleged acts were by error, misstatement, neglect or breach of duty, including misfeasance, malfeasance or nonfeasance while acting within the scope of their responsibilities as public officials or employees of Pierce Transit;
- B. Workers' compensation to assure prompt payment of all benefits and assessments, which may come due in accordance with Title 51 of the Industrial Insurance Laws of the state of Washington;
- C.     Unemployment claims to provide adequate funds to meet unemployment claims as they become due.

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Expenditures of the self-insurance reserve will be in accordance with Chapter 3.60 of the Pierce Transit Code.

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(Res. 05-071 §2 (Exh. A (part)))

(Ord. No. 17-013, § 1(Exh. A), 4-10-17)

## 3.63.040 - Capital reserve.

- A. ~~The CA-capital R~~reserve has been established in order to meet capital expenditure requirements programmed in Pierce Transit's six-year financial plan.
- B. ~~The capital reserve shall be maintained in an amount sufficient to fund the capital requirements identified in the six-year financial plan plus an amount equal to three prior years of local depreciation, excluding buildings and other structures. This reserve has been set at this level to enable the agency to respond to urgent unanticipated capital expenditure requirements as well as to protect Pierce Transit from the uncertainty of federal and state grant funding. The Capital Reserve shall be maintained at no less than 50% of the previous three3 years' average annual asset depreciation at any time in the Six-Year Financial Plan. The Capital Reserve atAt the end of the Six-Year Financial Plan, the Capital Reserve shall-will be at least 100% of the previous 3 years average annual asset depreciation. This reserve has been set at this level to enable Pierce Transit to respond to urgent unanticipated capital expenditure requirements as well as to protect Pierce Transit from the uncertainty of grant and federal funding. The reserve also levels out the required contributions from the Operating Fund to the Capital Fund by allowing the reserve to be below 100% of the previous 3 years' average annual asset depreciation during the Six-Year Financial Plan, while maintaining the reserve requirement at the end of the plan.~~

(Res. 05-071 §2 (Exh. A (part))); Res. No. 16-018, § 1, 6-13-2016)

3.63.050 - Policy review.

| The ~~established-written~~ Pierce Transit reserve policies shall be reviewed annually by the executive director of finance. Changes shall be approved by the chief executive officer and the board of commissioners.

(Res. 05-071 §2 (Exh. A (part))); Res. No. 16-018, § 1, 6-13-2016)

## Exhibit B

### Chapter 3.36 - PUBLIC TRANSPORTATION BENEFIT AREA FUND

#### Sections:

#### 3.36.010 - Created.

The Pierce Transit Operating Fund (the "General Fund") is for collection of all agency operating revenues and payment of all agency operating expenditures.

(Res. 79-9; Res. 84-081 §1(Ex. I (part)))

### Chapter 3.56 - CAPITAL FUND

#### Sections:

#### 3.56.010 - Created-Purpose.

There is a fund to be known as the "Capital Fund" to be used for all revenues and expenditures pertaining to the purchase or construction of capital assets of Pierce Transit.

(Res. 82-9 §1; Res. 84-081 §1(Ex. I (part)))

#### 3.56.020 - Additional uses.

The Capital Fund may also be used for the accumulation of cash reserves for capital purposes.

(Res. 82-9 §2)

#### 3.56.030 - Approval required for other uses.

Any transfers, appropriations or expenditures of the funds deposited in the Capital Fund for any purpose other than those set forth in this chapter shall require approval of the Board of Commissioners.

(Res. 82-9 §4)

### Chapter 3.60 – SELF-INSURANCE FUND

#### Sections:

#### 3.60.010 - Created-Purpose.

There is a fund to be known as the "Self-Insurance Fund" to be used exclusively as a means of isolating and identifying all monetary transactions pertaining to administering any self-insurance programs

## Exhibit B

of Pierce Transit including but not limited to payment of non-covered claims and the defense, legal costs, and expenses related thereto and to the accumulation of cash reserves for such purposes.

(Res. 82-10 §1; Res. 84-081 §1(Ex. I(part); Res. 93-110 §1)

3.60.020 - Approval required for other uses.

Any transfers, appropriations or expenditure of the funds deposited in the self-insurance fund for any purpose other than those set forth in this resolution shall require approval of the Board of Commissioners.

(Res. 82-10 §3)

### Chapter 3.63 - RESERVE POLICY\*

#### Sections:

3.63.010 - Introduction.

The Pierce Transit reserve policy supports management decision-making by avoiding revenue-expenditure imbalances, supporting stable service delivery, and assuring funds are available for operations, self-insurance programs and planned capital acquisition. The purpose of Pierce Transit's (agency) reserve policy is to:

- A. Provide an overall, long-range approach to financial management;
- B. Improve the agency's ability to meet its financial obligations as they arise; and
- C. Improve fiscal stability and protect the agency during a financial emergency.

(Res. 05-071 §2 (Exh. A (part)))

3.63.020 - Operating reserve.

- A. The operating reserve should be maintained at a level to:
  - 1. Provide sufficient working capital;
  - 2. Provide an adequate cash balance to finance cash flow requirements;
  - 3. Offset unanticipated downturns in revenues; and
  - 4. Provide funds for emergency expenditure requirements.
- B. Pierce Transit will maintain the operating reserve at a minimum of two months of agency operating expenditures.

(Res. 05-071 § 2 (Exh. A (part)))

3.63.030 – Self-Insurance reserve.

The insurance reserve shall be set at a level to adequately protect the agency from self-insurance risks. The risks associated with self-insurance and the adequacy of reserve levels shall be evaluated annually, with an appropriate contribution made to the self-insurance reserve to meet continued self-

## Exhibit B

insurance requirements and to insulate the agency from impacts on its operating budget associated with self-insured claims.

Self-insurance reserves may be designated for general liability, workers' compensation, and unemployment claims as follows:

- A. General liability, to the extent permitted by law, for bodily or personal injury and property damage as a result of an employee's activities performed at the direction of Pierce Transit that are usual and customary to their position and performed within the scope and course of their employment; and financial protection provided for members of the board of commissioners of Pierce Transit, chief executive officer, executive directors, executive team members, and managers for which sums of money they may become legally obligated to pay as a result of wrongful acts whether the alleged acts were by error, misstatement, neglect or breach of duty, including misfeasance, malfeasance or nonfeasance while acting within the scope of their responsibilities as public officials or employees of Pierce Transit;
- B. Workers' compensation to assure prompt payment of all benefits and assessments, which may come due in accordance with Title 51 of the Industrial Insurance Laws of the state of Washington;
- C. Unemployment claims to provide adequate funds to meet unemployment claims as they become due.

Expenditures of the self-insurance reserve will be in accordance with Chapter 3.60 of the Pierce Transit Code.

(Res. 05-071 §2 (Exh. A (part)))

(Ord. No. 17-013, § 1(Exh. A), 4-10-17)

### 3.63.040 - Capital reserve.

- A. The Capital Reserve has been established in order to meet capital expenditure requirements programmed in Pierce Transit's six-year financial plan.
- B. The Capital Reserve shall be maintained at no less than 50% of the previous three years' average annual asset depreciation at any time in the Six-Year Financial Plan. At the end of the Six-Year Financial Plan, the Capital Reserve shall be at least 100% of the previous 3 years average annual asset depreciation. This reserve has been set at this level to enable Pierce Transit to respond to urgent unanticipated capital expenditure requirements as well as to protect Pierce Transit from the uncertainty of grant and federal funding. The reserve also levels out the required contributions from the Operating Fund to the Capital Fund by allowing the reserve to be below 100% of the previous 3 years' average annual asset depreciation during the Six-Year Financial Plan, while maintaining the reserve requirement at the end of the plan.

(Res. 05-071 §2 (Exh. A (part))); Res. No. 16-018, § 1, 6-13-2016)

### 3.63.050 - Policy review.

The Pierce Transit reserve policies shall be reviewed annually by the executive director of finance. Changes shall be approved by the chief executive officer and the board of commissioners.

(Res. 05-071 §2 (Exh. A (part))); Res. No. 16-018, § 1, 6-13-2016)

## FACT SHEET

**TITLE:** A Resolution Authorizing Amendment No. 4 to the Transit Service Direct Financial Partnership Agreement Between King County, the City of Auburn, and Pierce Transit for Lakeland Hills-Auburn Sounder Station Service

**DIVISION:** Transit Development

**ORIGINATOR:** Peter Stackpole, Service Planning Assistant Manager

**PRECEDING ACTION:** Resolution 08-035 - Authorizing Implementation of Lakeland Hills Feeder Service Effective February 9, 2009; Ratification of Amendment No. 1 and Approval of Amendment No. 3 to the Transit Service Direct Financial Partnership Agreement Between King County, the City of Auburn, and Pierce Transit for Lakeland Hills-Auburn Sounder Station Service Effective February 8, 2016.

**COORDINATING DEPARTMENT:** N/A

**APPROVED FOR SUBMITTAL:**

\_\_\_\_\_  
Chief Financial Officer

**APPROVED FOR AGENDA:**

\_\_\_\_\_  
Chief Executive Officer

\_\_\_\_\_  
General Counsel

**ATTACHMENTS:**

Proposed Resolution  
Exhibit A, Amendment No. 4

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### BUDGET INFORMATION

2017 Budget Amount  
\$179,944

Required Expenditure  
\$179,944

Impact  
0

**Explanation:** 2017 budgeted amount represents Pierce Transit's portion of direct operating costs and capital costs associated with the Lakeland Hills service.

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### BACKGROUND:

The Lakeland Hills feeder service is a unique partnership between the City of Auburn, King County, and Pierce Transit operating fixed route bus service between Lake Tapps Parkway and the Auburn Sounder Station. It provides peak hour commute service to connect residential areas to the Auburn Sounder Station facilitating transfers to Sounder commuter rail, Sound Transit express bus service and Metro bus service. Service under this agreement commenced on February 9, 2009 with Sound Transit assuming King County's financial obligation for the first year of service and continued in February 2010 under a partnership agreement with King County, the City of Auburn and Pierce Transit.

In December 2014 the Parties extended the Agreement to provide the service described until March 12, 2016, during which the Parties agreed to evaluate whether or not to extend the Agreement again consistent with the provisions of the Agreement. In January 2016 the Parties extended the Agreement to provide the enhanced transit service (i.e., Lakeland Hills-Auburn Sounder Station route) until February 9, 2020, and adjusted the monetary contributions of the Parties to reflect increases to Pierce Transit's operating and capital costs for providing the Lakeland Hills service.

Under the current Agreement, the City of Auburn, King County Metro and Pierce Transit each contribute one third of the capital and operating costs of the service to meet 8 of the 9 round trip, peak hour trains operated on Sound Transit Sounder service. Amendment No. 4 modifies the agreement to add two additional trips to the Lakeland Hills feeder service in order to cover the ninth peak hour, round trip Sounder train which was added with the September 2017 service change.

ALTERNATIVES:

- 1) Do not approve the amendment.

RECOMMENDATION:

Approve Resolution No. 17-039, authorizing the Chief Executive Officer to enter into and execute Amendment No. 4 to the Transit Service Direct Financial Partnership Agreement between King County, the City of Auburn, and Pierce Transit for Lakeland Hills-Auburn Sounder Station Service.

## RESOLUTION NO. 17-039

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Authorizing Amendment No. 4 to the Transit  
2 Service Direct Financial Partnership Agreement Between King County, the City of Auburn, and Pierce  
3 Transit for Lakeland Hills-Auburn Sounder Station Service  
4

5 WHEREAS, on December 22, 2008, the Parties entered into a Transit Service Direct Financial  
6 Partnership Agreement (the "Agreement"); and

7 WHEREAS, said agreement created a partnership between the City of Auburn, King County and Pierce  
8 Transit operating fixed route bus service between Lake Tapps Parkway and the Auburn Sounder Station; and

9 WHEREAS, Section 4.1 of the Agreement provides that each service specified in the Agreement will  
10 expire five (5) years after the start of service , unless extended pursuant to the terms of the Agreement; and

11 WHEREAS, Section 4.1 of the Agreement further provides that if, after five (5) years the enhanced  
12 transit service described in the Agreement is deemed viable by the County pursuant to the performance  
13 indicators set forth in Section 2.2 of the Agreement and the additional performance benchmarks specified in  
14 the Agreement, and the Parties desire to have Pierce Transit continue to provide the enhanced transit service  
15 beyond the initial period, the Agreement may be extended by the Parties; and

16 WHEREAS, the transit service enhancements provided for in Part I of in the Agreement were  
17 implemented on or about February 9, 2010; and

18 WHEREAS, in December 2014 the Parties extended the Agreement to provide the enhanced transit  
19 service (i.e., Lakeland Hills-Auburn Sounder Station route) until March 12, 2016, during which the Parties  
20 agreed to evaluate whether or not to extend the Agreement again consistent with the provisions of the  
21 Agreement; and

22 WHEREAS, in January 2016 the Parties extended the Agreement to provide the enhanced transit  
23 service (i.e., Lakeland Hills-Auburn Sounder Station route) until February 9, 2020, and adjusted the monetary  
24 contributions of the Parties to reflect increases to Pierce Transit's operating and capital costs for providing  
25 Route 497; and

26 WHEREAS, Section 8 of the Agreement provides that the Agreement may be amended or modified by  
27 written agreement of the Parties; and  
28



1 WHEREAS, the service is viable and exceeding the performance benchmarks;

2 NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

3 Section 1. The Board of Commissioners authorizes Amendment No. 4 to the Transit Service Direct  
4 Financial Partnership Agreement between Pierce Transit, King County, and the City of Auburn for Lakeland  
5 Hills-Auburn Sounder Station service, in substantially the same form as Exhibit A attached hereto;

6 Section 2. The Board of Commissioners hereby approves of adding two trips to the service and  
7 increasing the financial obligation to fund said trips allowing for connections to all peak-hour Sounder  
8 commuter trips.

9 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on  
10 the 9th day of October, 2017.

11 PIERCE TRANSIT

12  
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14 \_\_\_\_\_  
15 Kent Keel, Chair  
16 Board of Commissioners  
17

18 ATTEST/AUTHENTICATED

19  
20 \_\_\_\_\_  
21 Deanne Jacobson, CMC  
22 Clerk of the Board

**AMENDMENT No. 4**  
**to the**  
**TRANSIT SERVICE DIRECT FINANCIAL PARTNERSHIP AGREEMENT**  
**between**  
**KING COUNTY**  
**and**  
**THE CITY OF AUBURN, WASHINGTON**  
**and**  
**PIERCE TRANSIT**

This Amendment No. 4 to the Transit Service Direct Financial Partnership Agreement ("Amendment No. 4" or the "Third Amendment") is made by and between King County, a home rule charter county of the State of Washington, by and through its Department of Transportation, Metro Transit Division (hereinafter the "County" or "Metro Transit") and the City of Auburn (the "City") and the Pierce County Public Transportation Benefit Authority ("Pierce Transit"), both Washington municipal corporations (referred to collectively as "Service Partner," whether one entity or multiple entities), all of which entities may be referred to hereinafter separately as "Party" or together as "Parties."

WHEREAS, on December 22, 2008 the Parties entered into a Transit Service Direct Financial Partnership Agreement (the "Agreement"); and

WHEREAS, Section 4.1 of the Agreement provides that each service specified in Attachment A to the Agreement will expire five (5) years after the start of service, unless extended pursuant to the terms of the Agreement; and

WHEREAS, Section 4.1 of the Agreement further provides that if, after five (5) years the enhanced transit service described in Section 1 of Attachment A to the Agreement is deemed viable by the County pursuant to the performance indicators set forth in Section 2.2 of the Agreement and the additional performance benchmarks specified in Attachment A of the Agreement, and the Parties desire to have Pierce Transit continue to provide the enhanced transit service beyond the initial period, the Agreement may be extended by the Parties; and

WHEREAS, the transit service enhancements provided for in Part I of Attachment A in the Agreement were implemented on or about February 9, 2010; and

WHEREAS, in December 2014 the Parties extended the Agreement to provide the enhanced transit service described in Part I of Attachment A (i.e., Lakeland Hills-Auburn Sounder Station route) until March 12, 2016, during which the Parties agreed to evaluate whether or not to extend the Agreement again consistent with the provisions of Section 4.1 of the Agreement; and

WHEREAS, in January 2016 the Parties extended the Agreement to provide the enhanced transit service described in Part I of Attachment A (i.e., Lakeland Hills-Auburn Sounder

Station route) until February 9, 2020, and adjusted the monetary contributions of the Parties to reflect increases to Pierce Transit's operating and capital costs for providing Route 497; and

WHEREAS, Section 8 of the Agreement provides that the Agreement may be amended or modified by written agreement of the Parties, and further provides that such amendments and modifications may be made for the County by Metro's General Manager when such amendments are consistent with the intent and purpose of the Agreement;

NOW, THEREFORE, in consideration of the terms, conditions and mutual covenants set forth herein, the Parties agree to amend the Agreement as follows:

**1. Attachment A – I. Lakeland Hills Partnership**

**A. Service Description**

*Add the following:*

Beginning on Monday, September 25, 2017, an additional one (1) AM trip and one (1) PM trip will be operated by Pierce Transit on Route 497 to connect with new Sound Transit Sounder train trips serving the Auburn Station.

**B. Monetary Contributions**

The Parties agree that beginning September 25, 2017 and through the term of this extension, the costs for providing eight (8) weekday AM northbound and eight (8) weekday PM southbound trips on the Lakeland Hills service (Route 497) will be divided equally between the three parties, King County, City of Auburn and Pierce Transit.

The total annual Service costs are estimated below. The Parties will each be responsible for one-third (1/3) of the total costs.

<b>2017</b>	<b>Operating Cost</b> (\$99.78/hr x 4,697 annual hrs.)	<b>Capital Cost</b>	<b>TOTAL COST</b>
AUBURN	\$ 156,226	\$ 23,718	\$ 179,944
KING COUNTY	\$ 156,226	\$ 23,718	\$ 179,944
PIERCE TRANSIT	\$ 156,226	\$ 23,718	\$ 179,944
<b>ANNUAL TOTAL:</b>	<b>\$ 468,678</b>	<b>\$ 71,154</b>	<b>\$ 539,832</b>

**3. No Other Modifications.**

Except as specifically provided for in this Amendment No. 4, all other provisions of the Agreement shall remain unchanged and in full force and effect.

**4. Effective Date.**

This Amendment No. 4 shall be effective upon execution by the Parties.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Amendment No. 4 to the Agreement as of the date set forth below their signatures.

**KING COUNTY**

**CITY OF AUBURN**

By: \_\_\_\_\_  
Rob Gannon  
General Manager, Metro Transit Division  
Department of Transportation

By: \_\_\_\_\_  
Nancy Backus  
Mayor  
City of Auburn

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**PIERCE TRANSIT**

By: \_\_\_\_\_  
Sue Dreier  
Chief Executive Officer  
Pierce Transit

Date: \_\_\_\_\_

## FACT SHEET

**TITLE:** A Resolution Revising the Awards & Recognition Policy and Incorporating Said Policy Into Section 4.2.10 of the Personnel Manual and Repealing the Policy Adopted by Resolution No. 13-036, Exhibit C

**DIVISION:** Administration

**ORIGINATOR:** Chris Saffer, Lean & Workforce Development

**PRECEDING ACTION:**

Resolution No. 13-036, Establishing a New Classification and Compensation System and a Rewards and Recognition Program for Non-Represented Employees;

Resolution No. 17-035, the Adoption of Housekeeping Amendments to Section 7 of the Personnel Manual – Supplementary Benefits to Incorporate the Recognition Leave Policy into the Personnel Manual

**COORDINATING DEPARTMENT:** Executive Department

**APPROVED FOR SUBMITTAL:**

\_\_\_\_\_  
Chief Financial Officer

**APPROVED FOR AGENDA:**

\_\_\_\_\_  
Chief Executive Officer

\_\_\_\_\_  
General Counsel

**ATTACHMENTS:**

Proposed Resolution  
Exhibit A, Proposed Awards and Recognition Policy

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### BUDGET INFORMATION

2017 Budget Amount  
\$26,000

Required Expenditure  
Projected to spend \$26,000

Impact  
N/A

Explanation: Approximately \$40,000 will be budgeted yearly towards the Awards and Recognition Program.

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### BACKGROUND:

Pierce Transit encourages the recognition of employees for their excellent performance and achievements. By Resolution No. 17-024 on the 12th day of June, 2017, the Board of Commissioners adopted the new Strategic Plan, which includes as one of the Agency's main goals to "attract, cultivate, and maintain an engaged workforce." Honoring employees for exceeding expectations and performing the functions of their job at a high level aligns with this element of the Agency's Strategic Plan, contributes to higher employee satisfaction and morale, and serves as an incentive to retain and attract top performing employees.

In 2013, the Board adopted Resolution No. 13-036 which created the agency's current classification and compensation program and a Rewards and Recognition Policy that would be integrated into part of the total employee compensation program. The current Rewards and Recognition policy primarily applies to non-represented employees, with the exception of a couple of annual events such as the Transit Team Appreciation Day (TTAD).

To allow for more creativity and flexibility to recognize top performing employees, staff proposes that the Board adopt a revised general Awards and Recognition Policy as set forth in Exhibit A that: sets forth the Board's acknowledgement of the value in rewarding employees; establishes the the limitations on the amount of any award; and delegates to the Pierce Transit CEO the authority to establish an Awards and Recognition program or procedure in line with such parameters.

The proposed policy accomplishes the following:

1. recognizes Pierce Transit employees for their contributions and successes;
2. authorizes a single award of up to \$200 to an employee, group, or team of employees;
3. precludes any employee from receiving awards in excess of \$350 in combined value in any calendar year; and
4. authorizes the CEO to develop an awards and recognition program and/or procedures in accordance with applicable laws and the Board policy.

The proposed policy is in addition to the Pierce Transit Board of Commissioners' approved Resolution No. 17-035 of September 11, 2017 which provided more clarity to the "Recognition Leave" policy and also authorized that the policy be memorialized under Section 7.0 – Supplementary Benefits of the Personnel Manual.

With the adoption of Resolution No. 17-035 on September 11, 2017 and the adoption of the proposed resolution set forth here, for housekeeping purposes, it is necessary to repeal Exhibit C to Resolution No. 13-036.

#### ALTERNATIVES:

1. Do not authorize the proposed Awards and Recognition Policy which would leave the existing policy as set forth in Exhibit C of Resolution No. 13-036 in place.
2. Authorize different compensation amounts.

#### RECOMMENDATION:

Approve Resolution No. 17-040, revising the Awards & Recognition Policy as set forth in Exhibit A, incorporating said policy into Section 4.2.10 of the Personnel Manual, and repealing Exhibit C of Resolution No. 13-036.

**RESOLUTION NO. 17-040**

A RESOLUTION of the Board of Commissioners Revising the Awards and Recognition Policy and Incorporating Said Policy Into Section 4.2.10 of the Personnel Manual and Repealing the Policy Adopted by Resolution No. 13-036, Exhibit C

WHEREAS, by Resolution No. 13-036, Exhibit C, approved on the 9th day of December 2013, the Board of Commissioners of Pierce Transit adopted the current Rewards & Recognition Policy; and

WHEREAS, by Resolution No. 17-024 on the 12<sup>th</sup> day of June 2017, the Board of Commissioners adopted the new Strategic Plan, which includes as one of the Agency's main goals to "attract, cultivate, and maintain an engaged workforce"; and

WHEREAS, by Resolution 17-035, approved on the 11<sup>th</sup> day of September 2017, the Board of Commissioners adopted a new/clarified "Recognition Leave" policy and authorized said policy to be memorialized under Section 7.0 – Supplementary Benefits of the Personnel Manual; and

WHEREAS, Pierce Transit encourages recognition of excellent performance and achievement; and

WHEREAS, the use of a broad, creative, flexible, and meaningful Awards and Recognition policy is essential to retaining and attracting high performing employees and supports the strategic goal of increased employee engagement.

NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

Section 1. The Awards and Recognition policy attached hereto as Exhibit A is hereby adopted, effective November 1, 2017; and

Section 2. The Chief Executive Officer is hereby authorized to develop an Awards and Recognition program and/or procedures in accordance with applicable laws and the Board's policy; and

Section 3. Exhibit C of Resolution No. 13-036 is hereby repealed in its entirety.

PIERCE TRANSIT

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Kent Keel, Chair  
Board of Commissioners

1 ATTEST/AUTHENTICATED

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Deanne Jacobson, CMC

5 Clerk of the Board



## Exhibit A

### **Awards & Recognition Policy to Personnel Manual, *New Section 4.2.10***

It is the policy of Pierce Transit that all employees have the opportunity to be recognized for their contributions to the success of the Agency. Any single award that is given to an individual employee or to a group or team of employees may not exceed \$200 in overall value, and no employee may receive awards in excess of \$350 in combined value in any calendar year.

The Pierce Transit CEO is authorized to develop an awards and recognition program and/or procedures in accord with applicable law and this policy.

## FACT SHEET

**TITLE:** A Resolution Authorizing the Continued Operation of the Seasonal Downtown to Defiance Pilot Service in 2018 Contingent Upon the Successful Negotiations of Various Partnership Agreements

**DIVISION:** Planning & Community Development

**ORIGINATOR:** Tina Lee, Community Development Administrator

**PRECEDING ACTION:** Resolution No. 17-004, Authorizing the 2017 Downtown to Defiance Pilot and Interlocal Agreement with City of Tacoma and Metropolitan Park District of Tacoma

**COORDINATING DEPARTMENT:** Community Development; Transit Development

**APPROVED FOR SUBMITTAL:**

\_\_\_\_\_  
Chief Financial Officer

**APPROVED FOR AGENDA:**

\_\_\_\_\_  
Chief Executive Officer

\_\_\_\_\_  
General Counsel

**ATTACHMENTS:**

Proposed Resolution  
Exhibit A, Downtown to Defiance Trolley Dashboard  
Exhibit B, Downtown to Defiance Trolley Comments  
Exhibit C, Downtown to Defiance Rider & Merchant Survey Summary

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2018 Budget Amount	Required Expenditure	Impact
To be determined	\$235,000	

Explanation: The budget amount represents approximately 1,400 service hours estimated for the three month pilot trolley service period. Service hours will be utilized from service hours that will be programmed in the 2018 Budget. Staff will continue to develop partnerships with stakeholders to offset the cost of operating this pilot service.

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### BACKGROUND:

The Board of Commissioners authorized staff to test the feasibility of a trolley service that would operate from Downtown Tacoma to Point Defiance Zoo. The pilot Downtown to Defiance (D2D) Trolley service operated from June 2 – September 2, 2017 in partnership with City of Tacoma, Metropolitan Park District, Travel Tacoma, Point Ruston, and Port of Tacoma. During its season, the trolley service operated Friday through Sunday and every Third Thursday. When measuring the effectiveness of a service, there are multiple considerations including the service's effectiveness and efficiency. Those measurements are often categorized by perceived value of a service and how the service performed when analyzed using route performance measurements.

### Value to the Community

Comments received about the service are included on the attached Performance Dashboard and on the D2D Rider Survey/Merchant Survey Highlights. Feedback on the service has been overwhelmingly supportive with 96% of the respondents indicating they were very or somewhat satisfied with the service. 96% of the respondents were also very or somewhat likely to recommend the Trolley service to others. We have not received as many comments from merchants (16 thus far); however, those also tend to be more favorable than negative. Merchants' comments included:

- "This sort of thing has an amazing ripple effect for every place it serves"
- "So many happy boaters coming back to the marina"
- "Anything that helps move people (especially tourists/visitors) around downtown helps all downtown businesses by increasing available options"
- "Would have loved to see it extended to Dock Street"

### Performance Measurements

While the community was highly supportive of the service, and the perceived value of the service is high, this was a new service and the performance indicators are fairly low. Riders did find this new service, and many of those were new riders to the system, but we did not see the number of riders we had hoped for the inaugural season.

The Downtown to Defiance Trolley operated a total of 45 days this summer. The service recorded 5,802 boardings during that time period. This equates to approximately:

Performance Measurement	Downtown to Defiance	Downtown to Defiance Goal	For Comparison	
			2014 Gig Harbor Trolley	2017 Gig Harbor Trolley
Average Saturday Boardings	166	500	168	256
Cost Per Passenger	\$39.85	\$6.00	\$25.42	\$22.63
Passengers Per Service Hour	3.9	10	5.5	8.7

Establishing a new route generally takes time. It can take three or four years for a new service to develop and the ridership levels to grow to an acceptable level. We have evidence of this trend with the Gig Harbor Trolley service.

In 2017, the Downtown to Defiance Trolley partners contributed approximately 75% of the operating funds for the pilot service. Two of the partners – Port of Tacoma and South Sound Together – provided a one-time grant to support the service. The City of Tacoma and Metropolitan Park District of Tacoma each partnered with \$70,000 in funds. Both of these partners are indicating interest in contributing again in 2018, though at reduced levels. There may be opportunities to work with our partners to identify new sponsorships to help support funding the operation of the pilot in 2018.

Staff's recommendation is continue to develop and improve the Downtown to Defiance Trolley working in cooperation with the current partners and potential new partners. If the Board authorizes continuation of the pilot, staff would implement route modifications in 2018 utilizing data we learned from this season. Staff is continuing to analyze the information about this years' service and will identify modifications in coordination with future service changes, this could include:

- Eliminating Third Thursday service
- Extending the route to make connections at the Tacoma Dome Station
- Potentially modifying the route to service additional destinations

ALTERNATIVES:

Do not authorize a second season of pilot Downtown to Defiance Trolley service which would terminate this pilot.

RECOMMENDATION:

Approve Resolution No 17-041 authorizing the continued operation of the seasonal Downtown to Defiance pilot service in 2018 contingent upon the successful negotiations of various partnership agreements.

## RESOLUTION NO. 17-041

A RESOLUTION of the Board of Commissioners of Pierce Transit Authorizing the Continued Operation of the Seasonal Downtown to Defiance Pilot Service in 2018 Contingent Upon the Successful Negotiations of Various Partnership Agreements

WHEREAS, by Resolution No. 17-004, approved on the 9<sup>th</sup> day of January 2017, the Board of Commissioners of Pierce Transit authorized the Chief Executive Officer to direct staff to operate the seasonal Downtown to Defiance Pilot Service and execute an internal agreement for the pilot service with the City of Tacoma and Metropolitan Park District of Tacoma; and

WHEREAS, Pierce Transit operated the seasonal Downtown to Defiance Trolley pilot service from June 2 through September 2, 2017, to test the feasibility of a future service along Ruston Way; and

WHEREAS, the Downtown to Defiance Trolley pilot sought to promote economic development and provide access to local attractions for visitors and residents alike; and

WHEREAS, there were 5,802 boardings on the service during the seasonal pilot service; and

WHEREAS, comments from riders and the general public were overwhelmingly supportive of the service and its continuation; and

WHEREAS, it can take three or four years for a new service to develop and the public to gain an awareness of the new route; and

WHEREAS, partners and supporters provided \$175,000 funding, or 75% of the operating cost of the pilot, to support the 2017 service; and

WHEREAS, a number of the funding partners have expressed willingness to again participate in funding the 2018 pilot service at a yet to be determined amount for the 2018 service; and

WHEREAS, Pierce Transit staff will continue to seek partnership funds to support the Downtown to Defiance Trolley pilot; and

WHEREAS, staff is identifying operational improvements for the 2018 pilot Downtown to Defiance Trolley service that will be implemented with a future service change; and

NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

Section 1. The Board of Commissioners authorizes the continued operation of the seasonal Downtown to Defiance Trolley pilot service in 2018 contingent upon the successful negotiations of various partnership agreements.

1 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 9th  
2 of October, 2017.

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5 PIERCE TRANSIT

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9 Kent Keel, Chair  
10 Board of Commissioners  
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12 ATTEST/AUTHENTICATED

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14 \_\_\_\_\_  
15 Deanne Jacobson, CMC  
16 Clerk of the Board

## Performance Dashboard Downtown to Defiance Trolley Pilot

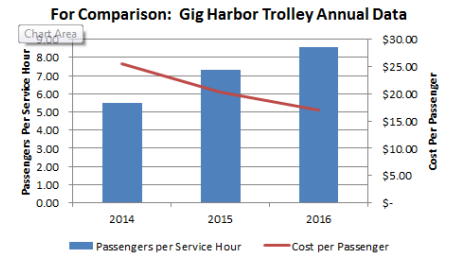


9/27/17

**DESCRIPTION:** The Downtown to Defiance Trolley pilot is a test service that will operate for three months along Ruston Way between Downtown Tacoma and to Point Defiance Park. Partners include City of Tacoma, Metro Parks, Port of Tacoma, Point Ruston, Travel Tacoma, and South Sound Together. The pilot operates June 2 – September 3, 2017 on Friday, Saturday and Sundays. Service also operates on the Third Thursday Art Mingle days.

**PERFORMANCE STANDARD:** New bus routes will be intensely monitored during their first three years of operation. While established performance standard will be used for evaluation, other factors, such as ridership growth trends and future anticipated development, will also be considered. Gig Harbor Trolley information is included for comparison to a similar new service.

DOWNTOWN TO DEFIANCE TROLLEY PILOT					
PERFORMANCE STANDARD	DESCRIPTION	GOAL	JUNE 2017	JULY 2017	AUG 2017
<b>Monthly Boardings</b>	Total number of passengers per month.	4,000	2,283	1,708	1,417
<b>Passengers per Service Hour (PSH)</b>	The average number of passenger trips taken during one typical hour of service.	10	4.79	3.5	3.3
<b>Cost Recovery</b>	The percentage of operating costs, both direct and indirect, that are recovered from fares.	5%	3%	2.2%	2.1%
<b>Net Cost per Passenger</b>	A measure of the cost-effectiveness determined by subtracting total fare revenue from the total cost of providing service, divided by the number of passenger trips.	\$6.00	\$31.82*	\$44.45*	\$47.31*



\*Trolley Partners contribute 75% of the operating cost of the pilot service; this calculation is based on the standard formula for regular services so we can compare how the service would perform without partnership funds.

### Downtown to Defiance Boardings by Day

Week of Service	Day the Week	Date	Total Boardings	Passengers Per Service Hr.
Wk 1	Friday	2-Jun*	71	2
Wk 1	Saturday	3-Jun*	123	4
Wk 1	Sunday	4-Jun*	122	4
Wk 2	Friday	9-Jun*	81	2
Wk 2	Saturday	10-Jun*	153	5
Wk 2	Sunday	11-Jun*	133	4
Wk 3	Thursday	15-Jun*	74	2
Wk 3	Friday	16-Jun*	146	4
Wk 3	Saturday	17-Jun*	156	5
Wk 3	Sunday	18-Jun	132	4
Wk 4	Friday	23-Jun**	269	8
Wk 4	Saturday	24-Jun**	453	14
Wk 4	Sunday	25-Jun**	243	7
Wk 5	Friday	30-Jun	127	4
Wk 5	Saturday	1-Jul	118	4
Wk 5	Sunday	2-Jul	101	3
Wk 6	Friday	7-Jul	128	4
Wk 6	Saturday	8-Jul	160	5
Wk 6	Sunday	9-Jul	96	3
Wk 7	Friday	14-Jul	105	3
Wk 7	Saturday	15-Jul	110	3
Wk 7	Sunday	16-Jul	104	3
Wk 8	Thursday	20-Jul	33	1
Wk 8	Friday	21-Jul	115	3
Wk 8	Saturday	22-Jul	122	4
Wk 8	Sunday	23-Jul	97	3
Wk 9	Friday	28-Jul	146	4
Wk 9	Saturday	29-Jul	159	5
Wk 9	Sunday	30-Jul	114	3
Wk 10	Friday	4-Aug	73	2
Wk 10	Saturday	5-Aug	156	5
Wk 10	Sunday	6-Aug	123	4
Wk 11	Friday	11-Aug	98	3
Wk 11	Saturday	12-Aug	120	4
Wk 11	Sunday	13-Aug	92	3
Wk 12	Thursday	17-Aug	45	1
Wk 12	Friday	18-Aug	149	4
Wk 12	Saturday	19-Aug	141	4
Wk 12	Sunday	20-Aug	124	4
Wk 13	Friday	25-Aug	97	3
Wk 13	Saturday	26-Aug	119	4
Wk 13	Sunday	27-Aug	80	2
Wk 14	Friday	1-Sept	70	2
Wk 14	Saturday	2-Sept	189	6
Wk 14	Sunday	3-Sept	135	4
<b>TOTAL</b>			<b>5,802</b>	<b>4</b>

\*Incomplete data sets \*\* Taste of Tacoma Weekend

## Downtown to Defiance On-Time Performance

<b>On-Time Performance</b> – One service aspect this pilot will test is whether this service can maintain its schedule given traffic along Ruston Way. Schedule adherence is tracked on a Weekly and monthly basis.	Service Day Type	Jun 2017	Jul 2017	Aug 2017
	Weekday	85%	81%	81%
	Saturday	79%	83%	86%
	Sunday	80%	81%	85%

**Outreach** – Communicating information about demonstration projects is vital to their success. In addition to extensive media coverage and a thorough media campaign that included advertising on buses, postcard mailer to 5,477 households along the route, social media postings, and purchased advertisements, information about the Downtown to Defiance Trolley was available at the following events:

DATE	EVENT	EST. CONTACTS
Feb 2, 2017	Downtown Merchants Group	20
Feb 2, 2017	Ruston Business District	8
Feb 8, 2017	Old Town Business District	12
Feb 16, 2017	Hilltop Business District	30
Apr 25, 2017	City of Tacoma Economic Development Committee	12
Apr 26, 2017	Travel Tacoma Board Presentation	30
May 4, 2017	Broadway Downtown Farmers Market	100+
Jun 22, 2017	City Line TV Segment	500+
Jun 1, 2017	Preview Trolley Rides	75+

DATE	EVENT	EST. CONTACTS
Jun 14, 2017	South Sound Together Bus Ride	20
Jul 4, 2017	Freedom Fair Trolley Bus Display	250+
Jul 8, 2017	Pride Celebration	100+
Jul 29, 2017	Ethnic Festival	200+
Aug 5, 2017	Proctor Art Show	200+
Aug 19, 2017	South Tacoma Car Show – pending	150+
Sept 10, 2017	Outreach Event – Downtown to Defiance Parkways Event	100+
Oct 9, 2017	Pierce Transit Board of Commissioners Considers Pilot Service	tbd

## Downtown to Defiance Trolley Pilot Timeline - 2017

Jun	Jul	Aug	Sept	Oct
<ul style="list-style-type: none"> <li>Jun 2 Start Pilot</li> <li>Outreach</li> </ul>	<ul style="list-style-type: none"> <li>Outreach</li> </ul>	<ul style="list-style-type: none"> <li>Outreach</li> <li>Rider Survey</li> <li>Business Survey</li> </ul>	<ul style="list-style-type: none"> <li>Sept 3 End Pilot</li> <li>Sept 10 Outreach</li> <li>Sept 28 CTAG</li> </ul>	<ul style="list-style-type: none"> <li>Oct 9 Board of Commissioners considers operating pilot again in 2018</li> </ul>



**Feedback:** Comments are tracked throughout the pilot to gather input and share with the Pierce Transit Board Commissioners. Pierce Transit will also conduct a rider survey on board the vehicles in August 2017. We will also conduct a merchant and business survey in September to gauge the business community's support for the service. Following are the comments received to date:

Date	Comment
6/16/2017	Passenger was riding from his home in Ruston to downtown Tacoma with a visitor friend. He is excited to have this new connection to downtown along the waterfront. He said that another friend who works in Seattle and lives in Ruston would love to have the trolley run on Weekdays so that he can use it to connect to the Sounder train at TDS. Asked why the trolley did not go all the way to TDS to make those connections easier?
6/17/2017	Rode the Trolley to the tall ships exhibit and it was so cool and convenient! Would love to see it become a regular route with longer hours.
6/19/2017	Please consider changing the bus to a continuous loop. Also please consider having the drop off point be at Tollefson Plaza-across from the first pickup point.
6/20/2017	We would love if the Downtown to Defiance trolley stopped closer to the Antique Sandwich Company and those new businesses popping up there. This would be especially nice on Sundays when the North Pearl Farmers Market is happening! Thank you for your consideration
6/26/2017	Thanks @PierceTransit for the Rt. 15 Trolley ride! So fun and beautiful! Heading to @TasteofTacoma =)
6/28/2017	I really like the route to visit Point Defiance. It's about time there is a route along the waterfront and hope this route continues every year as well. Awesome!
6/30/2017	I used the new trolley, Route 15, to get to and from downtown and Ruston. It's great! Please extend the service all year round.
6/30/2017	Very nice ride. Driver was helpful and friendly.
6/30/2017	I really enjoyed the Trolley Route from the zoo to downtown and the return route along the water to Vashon ferry.
6/30/2017	Continue the trolley between zoo and Downtown Tacoma. Very good service.
7/14/2017	Would like trolley to connect to Ferry: I was looking forward to riding the bus 15 trolley this summer. We enjoy the Ruston waterfront and point defiance park. We come across on the ferry and would very much have liked catching a trolley that would pick up at the ferry dock, and drive along Ruston Way with multiple stops and then onto downtown Tacoma. We would definitely be riding that route every week, having dinner, walking and visiting the downtown area. I am disappointed that the trolley is not set up for that.
7/15/2017	Please keep route #15 :)
7/15/2017	Route #15 is great! I see it very useful from a visitor's prospective. I can also see it as a permanent route! Please keep it
7/16/2017	I rode the Route 15 to see where it went and who it served. It is great and could be important in relieving traffic between the Point and Downtown. I hope you continue.
7/16/2017	I live at Point Ruston and have used the trolley and shared it with visitors. We hope that bus service to Point Ruston will become permanent. I'd love to not need a car to get to most places I usually go!
7/26/2017	I believe the bus #15 route should include a stop (going each way) at McCarver and Ruston Way. There is a parking lot there that the bus could turn into if necessary. Such a stop would provide access to the Old Town commercial district.
7/26/2017	I love the Trolley from Downtown to Point Defiance. I wish you would run it 7 days a week. it is nice to have a direct line to downtown from here.
7/30/2017	I loved the ride. Hopefully will continue next year!
8/3/2017	It's a nice way to get to Point Ruston and the zoo. Keep it around
8/6/2017	The driver was friendly and professional and provided very useful information. The service provided by this route is necessary for the area and will help tourism. Very satisfied with the service.
8/7/2017	Love the PT Trolley! Great way to access park & waterfront. Also appreciate the low senior fare. I do wish the stop at Dickman Mill served north and southbound trolley
8/11/2017	Please make more bus service available along the waterfront year round. It will help economy and growth of Point Ruston. Beautiful area, seen first time yesterday. Thank you so much!
8/11/2017	Customer loves the route 15 and wants it to remain in place year round, but at the very least, return to service next summer.
8/20/2017	Bring back summer 15 Route
8/27/2017	I wanted to make a commendation about route 15. I have enjoyed being able to go out to Ruston Way by bus this summer. Ruston Way has some of my favorite restaurants and walking paths. I hope you continue the route next summer. Since May and September typically have nice weather, I hope you will consider extending the route to include these months as well. Again, I have really enjoyed riding the trolley and I hope you will continue the route in future years.
8/28/2017	Caller states she wishes the Route 15 would run full time and during the fall, winter and spring seasons. She states this past summer she has enjoyed using Route 15 to get to work as well as to the Zoo with her family.
8/31/2017	We live at Pt. Ruston and loved using the trolley. Used it 8 times and would use it more if it ran longer. A great service! Also had friends from out of town use the trolley to get from the Murano Hotel downtown to get out to Pt Ruston. We hope the trolley will start running earlier in the spring and run later into the fall next year. Also, more days of the week. Thank you for this great service. It was not only an easy way to get to downtown restaurants, but a fun way to see our beautiful city. Sure beats driving!
9/2/2017	This 15 Route is very useful and would love to see it stay year round.
9/5/2017	We have enjoyed using the trolley service ALL summer. We often take it around 10/11 in the morning (we take the 11 bus from home to connect to the trolley at Pearl Ave & Park St). We have enjoyed at least once a week and sometimes twice in the same weekend.



## Performance Dashboard Downtown to Defiance Trolley Pilot

Page 4

	<p>We would LOVE it if you would consider extended the service through at least fall and spring (maybe even winter), even if it's just on Saturdays. We'd be able to use it to go to the zoo every week or make a day of it between downtown and the zoo. Or maybe some kind of partnership for a shuttle from the Park/Pearl stop to the zoo would be amazing.</p> <p>It ran often enough on weekends to be super useful (unless the once every hour stops on the other routes) and the bus drivers were AMAZING each every time. They stopped for experiences along the way when we were ahead of schedule and every single ride we took this year was absolutely wonderful. We even had one driver stop long enough to watch deer in the park on the way to the zoo, we also had one who stopped to remind us to get our mugs at the visitor's center, and we had yet another one who stopped so we could watch other wildlife as we made it through the park. I just can't say enough of this service and I wish it was throughout the year!</p>
9/10/2017	My three year old son and I Loved riding the Trolley this summer! We would ride again if the Trolley returns next year.
9/10/2017	The PT Trolley service is excellent between Ruston and Tacoma. Please extend the service. It would be nice if it ran until 10 or 11 PM and April through October.
9/16/2017	I am a University of Washington-Tacoma student living in Ruston. This bus would be HUGE in my life from a financial aspect and to keep me sane. Otherwise, I have to Uber (way too expensive) or bike (way too far).

## Q9 Please provide any comments you have about the trolley service.

Answered: 37    Skipped: 37

#	RESPONSES	DATE
1	Very useful, high traffic route	9/6/2017 3:21 PM
2	Would like to have daily trolley, Parkland trolley, Pacific trolley.	9/6/2017 3:15 PM
3	Thanks!!	9/6/2017 3:13 PM
4	Very nice! Super fast. Wish ya'll ran 7days a week. Other than that it's a very happy ride.	9/6/2017 3:12 PM
5	Hopefully it continues. It helps if weekly, 7 days because of the restaurant and theater down by the waterfront.	9/6/2017 3:10 PM
6	Please continue	9/6/2017 3:09 PM
7	Very nice ride.	9/6/2017 3:08 PM
8	Really appreciate the service - we walked one way and rode the trolley back. Thank you for letting "well-behaved dogs on leashes" on board!	9/6/2017 3:08 PM
9	I think it is really cool there is a bus to the park	9/6/2017 3:07 PM
10	Wish we could have this all weekdays please	9/6/2017 3:06 PM
11	LETS KEEP IT!!!	9/6/2017 3:04 PM
12	Very pleased, please keep.	9/6/2017 3:04 PM
13	Hope service will continue as long as weather is fair, into Oct./Nov. if possible. Thank you!	9/6/2017 3:02 PM
14	Continue service as long as there is demand	9/6/2017 2:55 PM
15	Very enjoyable. Love the price	9/6/2017 2:54 PM
16	Fun!	9/6/2017 2:53 PM
17	It is so nice to have a trolley run down Ruston Way	9/6/2017 2:46 PM
18	I tried to ride mid-week once and didn't know that it was only Thurs-Sun. Not present in marketing.	9/6/2017 2:44 PM
19	Great for kids!	8/28/2017 1:17 PM
20	I use this regularly as a means to get to and from work, also it is a great way to get to the waterfront on days off.	8/28/2017 8:14 AM
21	provide service May through October	8/28/2017 8:02 AM
22	I believe the 15 trolley is a terrific service worth running year round for residents who'd like to frequent Point Defiance but don't have an easy way to get there.	8/28/2017 8:00 AM
23	Scenic! I don't think Google maps knows about it.	8/28/2017 7:58 AM
24	It's amazing, such a great way to get from home to work	8/21/2017 11:11 AM
25	I would start the route sooner	8/21/2017 11:10 AM
26	It's cool	8/21/2017 11:08 AM
27	Great service for tourists, 3rd Thurs	8/21/2017 11:08 AM
28	Please keep the trolley, add more stops and days.	8/21/2017 11:02 AM
29	Website a bit confusing	8/16/2017 8:24 AM
30	Love the service	8/16/2017 8:23 AM
31	Bus stops need to be more visible.	8/16/2017 8:21 AM
32	Very good service. Could use a few more stops along Ruston Way and waterfront.	8/16/2017 8:18 AM

## D2D Trolley Rider Survey - 2017

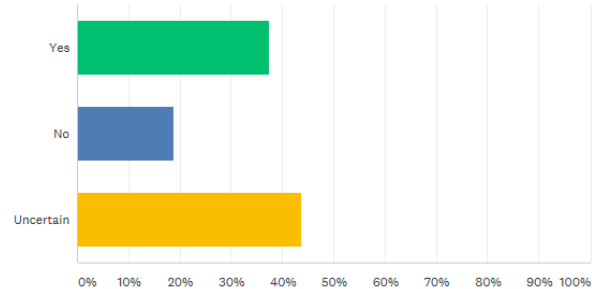
33	Trolley did not come on posted time	8/16/2017 8:10 AM
34	There could be more stops along Ruston Way	8/16/2017 8:04 AM
35	Is nice for the summertime	8/16/2017 8:02 AM
36	I love it! Lo quiero mucho!	8/16/2017 8:02 AM
37	First time for me, it was so fancy and clean. I want to use it again.	8/16/2017 8:00 AM

## Exhibit C

### D2D MERCHANT SURVEY HIGHLIGHTS (16 respondents thus far)

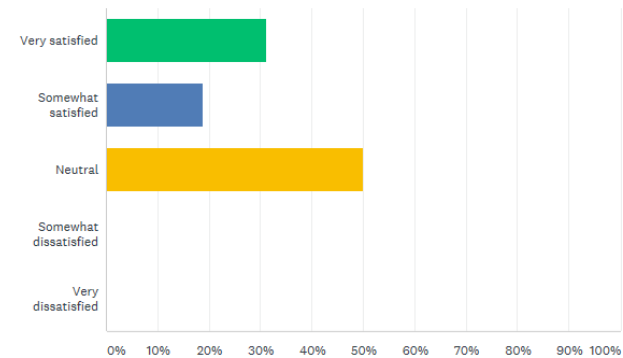
To your knowledge, did any of your customers use the D2D Trolley to get to/from your business?

Answered: 16 Skipped: 0



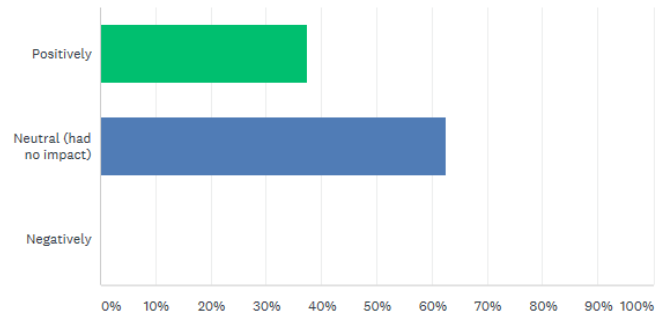
How would you rate your satisfaction with the D2D Trolley?

Answered: 16 Skipped: 0



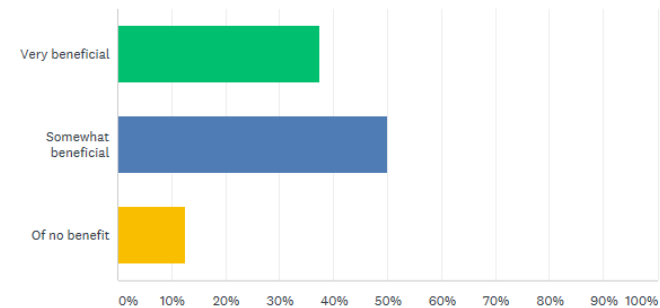
How did the D2D Trolley impact your business?

Answered: 16 Skipped: 0



In your opinion, how much of a benefit was the D2D Trolley to the community?

Answered: 16 Skipped: 0



#### MERCHANT COMMENTS:

- This sort of thing has an amazing ripple effect for every place it serves.
- Would be better if it ran 7 days.
- So many happy boaters coming back to the marina.
- Was not made aware of it; out of touch, I guess.
- Anything that helps move people (especially tourists/visitors) around downtown helps all downtown businesses by increasing available options and adding a fun trolley to the transit mix. Great for folks in the hotels.
- Would have loved to have seen it extended to Dock Street.

## D2D RIDER SURVEY HIGHLIGHTS (74 respondents)

67% were Tacoma residents

57% came from home before taking the trolley, next highest response(s) were work/school at 10% and zoo and hotel, both at 8.57%

34% were headed home afterwards, next highest responses were park/recreation 22% and Zoo 21%

53% connected to the trolley by walking, 29% by Bus or Link Light Rail, 14% by car, 4% by bike

45% were on their first ride, 31% rode frequently (more than 5 rides/month) and 24% rode infrequently (between 1 and 5 rides per month)

90.5% were very likely to recommend the trolley to others, 9.5% were somewhat likely to recommend

When asked how they found out about the trolley, 35% said they saw it; 31% saw a poster, brochure or flyer; and 14% said the website

90.4% said they were very satisfied with the trolley service, 5.5% were satisfied, 1.4% were somewhat dissatisfied, and 2.7% were very dissatisfied

53% of respondents were male, 47% female; 26% were ages 25-34, 20% were age 65 and above, 17.6% were ages 55-64 and 15% were ages 18-24

COMMENTS OF NOTE: Really appreciate the service - we walked one way and rode the trolley back. Thank you for letting "well-behaved dogs on leashes" on board!

I use this regularly as a means to get to and from work; also it is a great way to get to the waterfront on days off.

Bus stops need to be more visible. I would start the route sooner.

There could be more stops along Ruston Way.

## D2D RIDER RESPONSES FROM SUNDAY PARKWAY EVENT (9/10/17)

**If trolley returns in 2018, will you recommend riding it to others?**

Yes	No
57	0

**Were you satisfied with your trolley-riding experience?**

Yes	No
25	0

**Did you ride the Downtown to Defiance trolley this summer?**

Yes	No
24	30

Note: several passersby indicated they were not aware of the trolley but would have ridden it if they had known about it.

### To improve the trolley experience, I would...

Run down Dock Street instead of Pacific

Team with SAMI and Tacoma School District for midweek runs

Go up to Stadium

Start at the Dome parking

Longer season or year round

Teach people to use the parking garage

More advertising to encourage others to use it

Weekdays!

Meet at ferry

Run to museums

More stops, esp. Old Town

### Where did you go when you rode the trolley?

Murano

Ruston (2)

Wild Fin

Pt. Defiance Park (6)

Paesan Kitchen

Pt. Ruston

To the Zoo (3)

Pacific Grill

Farrelli's

Lunch at Elemental

Harbor Lights

Farmer's Market